
LINK+ renewal instructions

To request renewal:

1. In the Library's online catalog, click on "My Account."
2. Enter your name, your library card number and your PIN, and click on the "Submit" button.
3. Click on the "xx items currently checked out" link.
4. Select the item(s) you wish to renew.
5. Click on the "Renew Selected" button.

The system will not automatically renew the item(s) for you but will instead request a renewal from the lending library. You need to check back later to see if the renewal has been approved. The status for the item(s) will indicate one of the following:

- + **Renew Pending** means the request is still being processed. Check back later.
- + A new due date means the renewal has been approved. You must return the book(s) by that date or you will be fined \$1 per book per day.
- + **Renewal Denied** means that the renewal has NOT been approved; you must return the book(s) by the original due date or you will be fined \$1 per book per day. You cannot renew **LINK+** books a second time or if they have been requested by another library patron.



Sunnyvale Library
665 W. Olive Ave.
Sunnyvale, CA 94086

(408) 730-7300

www.sunnyvalelibrary.org

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Receive library books
from other libraries
at the Sunnyvale Library
through the

LINK+ Service

LINK+ is:

- + A free service which allows Sunnyvale Library customers to borrow books from participating college and public libraries in California and Nevada.
- + A consortium of public and academic libraries which provides access to a single searchable catalog for books. Other materials such as media and reference books are searchable but not available for borrowing.

Why should I use LINK+ ?

The **LINK+** service generally provides faster delivery than the traditional Interlibrary Loan Service because you place the request from the Library's online catalog and there are no paper forms to fill out. Advantages to using **LINK+** include being able to place the request remotely from your home or office, then monitoring the progress of your request at any time by viewing your own circulation record at your convenience.

How do I use **LINK+** ?

1. Click on the **LINK+** link on the Library's home page: www.sunnyvalelibrary.org
2. Search the Library's catalog to determine that Sunnyvale Library does not own the book you wish to borrow.
3. Once you have determined the Library does not own the item you wish to borrow or if all Sunnyvale copies are checked out, click on the "LINK+" button. Your search will occur automatically in the **LINK+** catalog.
4. When you locate the item you wish to borrow, click on the blue "REQUEST THIS ITEM" link.
5. You will be asked, "With which institution are you affiliated?" Click on the down arrow, select Sunnyvale, and click on the "Submit above information" button.
6. If the item is available in our collection, you will receive the message, "You cannot use LINK+ to request items that are available at Your Institution." Ask the Reference/Information Desk staff for help in finding the item.
7. If the item is not owned by the Sunnyvale Library, or if all copies at the Sunnyvale Library are checked out, you will be asked to enter your name, your 14-digit Sunnyvale Library card number, and your PIN number. Click on the "Submit above information" button after entering the information. (Note: Unless you have modified it, your PIN is your birth date in this format: mmddyyyy.)

If you have any questions about searching **LINK+**, please ask the Reference/Information Desk staff for assistance. You may also call the Library at (408) 730-7300.

Enjoy the convenience of picking up books from other libraries at the Sunnyvale Library

How long does a **LINK+** request take?

The time between making a request for an available item and receiving it at the Sunnyvale Public Library is approximately four days. You then have seven days to check it out before it is returned to the lending library.

How can I check on the status of a **LINK+** request?

You may monitor the status of a **LINK+** request by going to the Online Library Catalog and clicking on "My Account." When the status is listed as "LINK+ RECV'D," the item is ready for you to pick up at the Circulation Desk.

What if an item is not listed in **LINK+** ?

If **LINK+** cannot fill a request, you may still submit a traditional request through the Library's Interlibrary Loan Service. Forms are available at the Reference/ Information Desk. There is a fee for this service.

If you have any questions about **LINK+** policies, please contact Link+ staff for assistance at (408) 730-7323.

What is the maximum number of items I can request at one time?

Borrowers are permitted to place 15 **LINK+** transactions (requests and checkouts) at any one time.

How long may I use a **LINK+** item?

Books are loaned for a period of 21 days. You may renew **LINK+** books for an additional 14 days if no one is waiting for the item. Renewal is not automatic. The system will check with the home library first before authorizing the renewal.

What happens if a **LINK+** book is returned late or is lost or damaged?

The overdue fine for items returned after the due date is \$1.00 per day, per item. Replacement cost for lost or damaged **LINK+** items is \$115.00.

How to renew **LINK+** books

You may renew **LINK+** books once for two additional weeks if the lending library agrees to do so. You must wait until three days prior to the due date before you can request a renewal.

You may either request renewal at the Sunnyvale Library Circulation Desk or online (see instructions.)

The system will not automatically renew the item(s) for you but will instead request a renewal from the lending library. You need to check back later to see if the renewal has been approved.